COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

AGENDA

August 11, 2008
9:00 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Martie Drinan, RN, MN, APRN, Chairperson Carol Eisen, M.D., Co-Chair

I	9:00 - 9:10	INTRODUCTIONS & REVIEW OF MINUTES	QIC Membership
II	9:10 – 9:30	SA QIC REPORTS & COUNTYWIDE CHILDREN'S QIC REPORT	SA QIC Chair / Co-Chair
III	9:30 – 9:50	LAC-DMH CALMEND PROJECT	Debbie Innes-Gomberg
IV	9:50 – 10:00	PIP STATUS REPORT ➢ QI/PIP Sub-Committee(s) ➢ EPSDT PIP ➢ RC2 PIP	QIC Membership
V	10:00- 10:20	1.& 2. Service Delivery Capacity / System and Service Accessibility 3. Beneficiary Satisfaction ➢ State Performance Outcomes – Summary Report – May 2008 4. Clinical Issues 5. Coordination / Continuity of Care 6. Provider Appeals	QIC Membership Vandana Joshi Ted Wilson Carol Eisen
VI	10:20– 10:25	WEBSITE UPDATE	Wendy Turner/Ella Granston
VII	10:25 –10:30	ANNOUNCEMENTS ➢ QI SA Assignments	
	Proposed Agenda Items for Next Meeting		

Next Meeting

September 8, 2008
9:00 a.m. – 10:30 a.m.
550 S. Vermont Ave.
10th Floor Conference Room
Los Angeles, CA 90020

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes

Type of Meeting	**Departmental Quality Improvement Council**	**Date**	**August 11, 2008**
Place	**550 S. Vermont Ave., 10th Floor**	**Start Time:**	**9:00 a.m.**
Chairperson	**Martha Drinan, RN, MN, APRN**	**End Time:**	**10:30 a.m.**
Members Present	Anahid Assatourian; Sharon Chiappe; Helen Chang; Susan Crimin; Martha Drinan; Carol Eisen; Kimberly Floyde; Norma Fritsche; Debbie Innes-Gomberg; Sylvia Guerrero; Maria Gonzalez; Rebecca Hall; Scott Hanada; Rashied Jibri: Monika Johnson; Janel Jones; Vandana Joshi; Jeff Kohn; Gloria Lara–Vasquez; Jessica Wilkins; Bertrand Levesque; Robert Levine; Vivian Matsushige; Alex Medina; Kumar Menon; Terra Mulcahy; Rocio Ortiz Gonzalez; Teresa Quijano; Kimber Salvaggio; Albert Thompson; Christine Williamson; Ted Wilson; Tara Yaralian		
Excused Members	Marjorie (Marge) Borjon; Larry Wicker; Mary Ann O'Donnell;		
Absent Members	Wendy Turner; Wayland Chan; Ann Lee; Aelyen Yoon; Adele Kelso; Cindy Coons; Day Sukeda; Eduardo Vega; Elizabeth Fitzgerald; Gassia Ekizian; Gerald Ko; Jaime Nahman; Jerry Lubin; Jim Randall; Joshua J. Ciszek; Julie Valdez; Laquita Suggs; Leslie Shrager; Lisa Delmas; Lori W. Dobbs; Luan Rollens; Lupe Ayala; Marilene Campbell; Michelle Hernandez; Mona Sparks; Naga Kasarabada; Nancy Kless; Nina Johnson; Paul Arns; Wendy Turner;		
Agenda Item & Presenter	**Discussion and Findings**	**Decisions, Recommendations, Actions, & Scheduled Tasks**	**Person Responsible & Due Date**
Call to Order & Introductions	The meeting was called to order at 9:00 am.	Introductions were made.	Martie
Review of Minutes	The minutes of July 14, 2008 were reviewed and approved.	Corrections were made.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
LAC-DMH CALMEND PROJECT	Dr. Innes-Gomberg presented on Clinical Decision Making: CalMEND Pilot Project. There are four levels of care from high to low with one of the levels including all levels of service. The four levels of services were thoroughly explained using Power Point. Ms. Gomberg emphasized outreach and engagement as important for clients on SSI benefits; the idea is to encourage clients to be more actively participating in services to benefit from those services.	Service Area Chairs/Co-chairs will share this information at their next Service Area QIC meeting.	D. Innes-Gomberg
A QIC Liaison Reports	**SA 1:** Continue to meet quarterly. Their QI project is completed. They had the opportunity to meet with the members of City Council and Chamber of Commerce. Also, SA 1 is working on a project on how to increase client's participation.	Next meeting is schedule for September. Diane Guillory is their scheduled speaker.	
	SA 2: K. Salvaggio reported on SA 2 Adult continues to meet every other month. They received training on Clinical Documentation, conducted by Dr. Lori Williams Dobbs. Training was well attended and had good participation.	Service Area Chairs/Co-Chairs expressed an interest in having this training provided. They will F/U with the Standards & Quality Assurance Division. This training is also scheduled to be available online by December 2008.	Kimber Salvaggio
	SA 3: QI meeting was well attended. Office of the Auditor Controller were the scheduled speakers. They focused on assessment, diagnosis, treatment, and goals including connections between these components. CSW's are not consistently documenting their own assessments and are using those furnished by other agencies. Main message: "If it is not documented, it did not happen".	The QI/QA staff continue to work with OAC to clarify review process. (Nina Johnson from the OAC frequently attends the Departmental QIC meetings.)	B. Levesque

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports Cont'd.	**SA 4:** No report. Dark in August	The next QIC meeting for Service Area 4 will be held September 16, 2008.	A. Assatourian
	SA 5: Ms. Johnson asked if clients in Board & Care Residential facilities can be seen by clinicians. Is this allowed or a "lock out"?	N. Fritsche present and this item was deferred to her for discussion at Departmental QA meeting immediately following this meeting.	M. Johnson
	SA 6: No report. Dark in July. Next meeting August 20, 2008.	N/A	R. Jibri
	SA 8: They are searching for someone to represent contracted programs.	SA QIC's should have all providers participating in their meetings.	S. Hanada
	Countywide Children's QIC: They continue to meet on a Quarterly basis. Dianne Guillory presented on License and Waiver. They are scheduled to have the Clinical Documentation training.	The next meeting is scheduled on August 13, 2008.	V. Matsushige
Cultural Competency	T. Yaralian reported that the Cultural Competency Advisory Sub-Committee will be meeting this Wednesday, August 13, from 10:00 a.m. to 11:00 a.m. at 695 South Vermont on the 15th Floor in the Training Conference Room. They are still looking for individuals who are interested in becoming members of the Cultural Competency Advisory Sub-Committee.	If anyone is interested in becoming a member, please e-mail Rebecca Hall or contact her at (213) 251-6834.	T. Yaralian

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
PIPs	LAC-DMH is participating in the EPSDT PIP and the RC2 PIP. Multifunctional Teams are being assembled.	Please contact Martie Drinan or any of the QI Division staff if you are interested in becoming a member of the PIP Team (s).	M. Drinan QI Division staff
Beneficiary Satisfaction / Beneficiary Grievances Survey: State Performance Outcomes-Summary Report	T. Wilson reported that the State Performance Outcomes Report has been re-designed and will now have 3 parts. There will be more graphs for the identified Performance-Based Outcome Measures and other measures such as those related to cultural competency. We will also begin to show trending over time; monitor response rates; and, develop item analyses reporting. There has been a significant increase in the return rate of surveys. All providers are expected to be a part of the process. We have received approximately 5,000 field/school based surveys and 20,000 regular surveys.	Report to be completed by the end of September.	T. Wilson
Clinical Issues	C. Eisen, M.D. reported on a new parameter focused on Older Adults.	Please check website for new Parameters and details.	C. Eisen, M.D.
Website Update	Vandana/Ella Granston gave a brief overview of the Program Support Bureau Website. It was mentioned to continue to use the current Website until further notice. Meetings with Ayanna from PSB, still taking place to discuss changes to documents and updating forms from the website.	All changes and updates to be completed in approximately two months.	V. Joshi/E. Granston/W. Turner

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Announcements	Mr. Rashid Jibri will be joining the QI Division on Monday August 18, 2008. Martie announce QI Division staff (Ted W. & Teresa Q.) are no longer attending SA's QIC meetings due to Performance Based Contracting, PIPs and other mandatory/priority workloads.	SA's needing/requesting assistance, support, attendance at meetings, or other QI matters should contact the QI Division directly.	M. Drinan
Adjournment	The meeting adjourned at 10:29 a.m.	N/A	N/A
Next Meeting	September 8, 2008 9:00 a.m. – 10:30 a.m. 550 South Vermont Avenue 10th Floor Conference Room	N/A	N/A

Respectfully Submitted,

Martie Drinan

Martie Drinan, RN, MN, APRN